

00-108
W. Hoffman

Writer's Direct Dial Number: 913-624-3111



Gregory E. Hoffman
Sprint/Local Telecommunications Division
2330 Shawnee Mission Parkway
Westwood, Kansas 66205

August 30, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, South West
Washington, D.C. 20554

Dear Mr. Hatfield,

On Tuesday, July 18, Sprint/Local Telecommunications Division, Western Operations Network Operations Center filed an Initial Service Disruption Report with the FCC Watch Officer. This report was in reference to a service outage due to an office D.C. power loss in the Woodland central office in Mansfield, Ohio.

The initial report indicated that an estimated 38,460 customers were affected for a 2-hour and 40-minute period beginning at 22:51 EDT on Monday, July 17 and resolving at 01:31 EDT on Tuesday, July 18.

Investigation subsequent to this outage revealed that, during the above timeframe, there were actually three separate outages. The most severe of these, potentially meeting FCC reporting requirements in terms of services affected and duration, affected a total of 26,125 customers between the times of 00:23 EDT and 01:20 EDT on Tuesday, July 18. The number of customers affected during this incident is less than the 30,000 reporting threshold requirement as directed by FCC Docket 91-273.

Based on these findings, Sprint/Local Telecommunications Division requests that this report be withdrawn.

If I may be of further assistance to you in regards to this matter, Please let me know by calling (913) 624-3111.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory E. Hoffman".

Gregory E. Hoffman
Manager Network Administration - NOC Methods & Procedures

cc: Derek Brennan
Loren Sprouse
Todd Davis
Julie Winnubst
Gary Miller

Chip Phillips
Neal Matthews
Kent Nilsson - FCC
Bob Kimball - FCC

00-108

SPRINT WESTERN OPERATIONS
NETWORK OPERATIONS CENTER

INITIAL SERVICE DISRUPTION REPORT

DATE OF OUTAGE:	7/17/00	TIME OF OUTAGE:	10:51pm to 1:31am
DURATION OF OUTAGE:	2hr 40 min		
GEOGRAPHIC AREA AFFECTED	Wadsworth, OHIO (MANSFIELD) Host and Remotes		
ESTIMATED NUMBER OF CUSTOMERS AFFECTED:	38,460		
TYPE(S) OF SERVICE AFFECTED:	Toll, EAS, 911, LOCAL SERVICE		
ESTIMATED NUMBER OF BLOCKED CALLS:	Under Request being made		
CAUSE OF INCIDENT	Loss of Power to SEVERAL Host PH'S. Contractor working on scheduled Activity (RES) to ADD new POWER Board, and inadvertently REMOVED the wrong FUSE.		
METHODS USED TO RESTORE SERVICE:	RESTORED POWER.		
STEPS TAKEN TO PREVENT RECURRENCE:	Currently Under Investigation		
PRIMARY CONTACT NAME:	Pavenda Fuqua	Phone:	913-791-2369
SECONDARY CONTACT NAME:		Phone:	